

CHANGE

Customs Heritage Ancestry Nationality Gender Equality

County of San Bernardino

Department of Behavioral Health

Spring 2013

Office of Cultural Competence and Ethnic Services

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facebook

Status Photo Ask Question Milestone

Updating the Face of Behavioral Health

Public Post

In December 2010, the Department of Behavioral Health (DBH) launched the Online Diverse Community Experience project, using Innovation funding from the Mental Health Services Act, to pilot and learn how the use of social networking can assist in furthering the Department's vision to promote wellness, recovery and resiliency. The project's purpose is to increase access to services to the County's underserved populations within diverse cultures and communities. As part of the project, two Facebook pages were created, one in English and one in Spanish. Through the use of Facebook, information about behavioral health services, resources and events is available for anyone to access at his/her own leisure and in a location of his/her own choosing. Providing this type of access to information is especially important for populations living in our county's remote geographical areas.

The social networking traffic indicates that over 17,000 individuals have viewed the DBH Facebook page. Current data shows that 66.3% of the English Facebook page users are women. The remaining 33.7% of the users are men. The highest engagement levels for both genders being the 35 to 44 age range. The data for the Spanish



County of San Bernardino Department of Behavioral Health

Yesterday at 4:10 PM

The Office of Cultural Competence and Ethnic Services invites you to attend the upcoming Cultural Competency Advisory Committee meeting which will be held on August 15, 2013 at 1:00 p.m. at the address below. Please see the meeting's agenda below.

Here the Office of Innovation uses Facebook to share information about an upcoming Cultural Competence Advisory Committee Meeting. This allows the information to be shared instantly with hundreds of people.

Facebook page shows that 55.2% of the site's users are women and the remaining 44.8% of the users are men. The highest engagement levels for both genders of the Spanish page being the 25 to 34 age range. Both Facebook pages are receiving views internationally as well! Data shows that 9% of web traffic comes from international sources for both Facebook pages.

The Office of Innovation would like to continue to promote the use of this social networking site as a resource for all populations, consumers, family members, behavioral health staff and professionals, and the community. Your support and feedback is greatly appreciated as it contributes to the learning focus of this project.

Getting to Know Jaime Gonzalez of the Office of Cultural Competence and Ethnic Services

*Welcome to
the team,
Jaime!
We look
forward to
working
with you!*

My name is Jaime Gonzalez and I am a Social Worker II for the Office of Cultural Competence and Ethnic Services (OCCES). I am excited about joining this program and I look forward to the opportunities to serve the diverse communities in the County of San Bernardino. I was raised in a diverse community in East Los Angeles, the youngest of seven children and the first in my family to ever attend and graduate college. Prior to joining OCCES, I was an Alcohol and Drug Counselor for Crisis Services. I am a Certified Addiction Treatment Counselor and have graduated from California Baptist University with a Master's degree in Public Administration. As an Alcohol and Other Drug (AOD) counselor, I have had the opportu-



nity to work in alcohol and drug treatment, most recently with the *perinatal* population.

The experience and knowledge that I gained in working with women with addiction issues truly inspired me to strive to become more involved in my community by volunteering in my local church to lead a spiritually centered 12 step ministry. In 2008 I joined the Community Crisis Response Team (CCRT). The experiences and opportunities that I was afforded as a crisis responder has better equipped me to work in our diverse communities in continuing to strengthen partnerships with consumers and DBH. I was able to see firsthand the obstacles and fears that families of consumers encounter in trying to access mental health services and how language and cultural differences can discourage families from seeking help for their loved ones. As a Social worker for OCCES, I hope to be able to utilize my strengths and experiences to continue to promote the Recovery Model to our consumers and to help further the DBH mission of working with families and strengthening our communities.

The Scoop!

Frequently Asked Questions from the Cultural Competency Inbox

*"The great
law of
culture is:
let each be-
come all
that he was
capable of
being..."
~Sir Thomas
Carlyle*

Q: What is Cultural Competency?

A: Culture is any group that shares beliefs, values and norms. Cultural Competency is a congruent set of practice skills, knowledge, behaviors, attitudes and policies that come together in a system that enables that system to work effectively cross culturally (Cross et al, 1989). In other words, cultural competency is providing services in a way that makes sense to the individuals you are providing services to.

Q: What is a threshold language?

A: Threshold language means "a language identified as a primary language, as indicated on the Medi-Cal Eligibility Data System (MEDS), of 3,000 beneficiaries or five (5) percent of the beneficiary population, whichever is lower in an identified geographic area" (MHSD Info. Notice: 13-09). The threshold language for the County of San Bernardino is Spanish.

GROWE - Addressing the Needs of the LGBTQ Community

By: Ami Davis, GROWE (branch of Family Assistance Program) & LGBTQ Sub-Committee Chair

Through the Mental Health Services Act, the Department of Behavioral Health has funded a Community Health Worker model specifically for the Lesbian, Gay, Bi-Sexual, Transgender, Questioning (LGBTQ) community through Prevention and Early Intervention. The Family Assistance Program is contracted to provide this resource to the community through the G.R.O.W.E. (Giving Resources, Outreach and Wellness Education) program.

G.R.O.W.E. is an LGBTQ specific outreach and resource organization working through the Family Assistance Program. Family Assistance Program, formerly High Desert Domestic Violence, is known for their work with Domestic Violence Victims and their families.

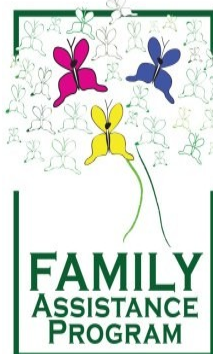


LGBTQ Sub-Committee Chair, Ami Davis, conducting an Anti-Bullying training.

Family Assistance Program offers classes such as Domestic Violence Support Groups, Parenting and Anger Management. They also provide emergency shelter and legal support for victims.

Following in those footsteps, G.R.O.W.E. uses outreach and educational presentation techniques to reduce the stigma of Mental Health within the LGBTQ community. This is done by working in the community, encouraging education and proper treatment for any mental illness within the LGBTQ community. Historically, LGBTQ community members do not seek treatment for mental illness for a number of reasons. However, G.R.O.W.E. is working to ensure that every member in the community feels safe to seek such treatment.

We are developing an LGBTQ friendly resource guide that will be provided to our participants. All resources listed by G.R.O.W.E. have been personally evaluated and, if necessary, trained by GROWE staff. G.R.O.W.E. also informs the LGBTQ members about community/cultural considerations and mental health stigmas within the LGBTQ community along with such topics as: Intimate Partner Violence, Bullying/"Bullycide", and any other issues of the LGBTQ Community of San Bernardino County. Through my work with G.R.O.W.E. I was introduced to the Department of Behavioral Health, Cultural Competence Advisory Committee - LGBTQ sub-committee which is a remarkable group working together to raise awareness, education, and sensitivity from all angles within the County. The sub-committee consists of community members, mental health professionals, non-profit organizations, treatment specialists, consumers and advocates. This sub-committee is working diligently to create an all-inclusive "Ally" training for non-LGBTQ community members and professionals. In order to best serve the population, trust must be established. That is exactly why these programs and groups exist to build positive relationships within the community. It is the combined goal of multiple organizations and individuals to serve all San Bernardino County residents in need; with respect, understanding, and equality.



For more information or to become a volunteer for any of the above mentioned programs please contact Ami Davis-G.R.O.W.E. (760)498-3272 or ami@familyassist.org, Caroline Reyna-F.A.P. (760)843-0701 or caroline@familyassist.org or visit us on Facebook: www.facebook.com/GROWEtogether.

****For more information about the LGBTQ Sub-Committee, please see page eight of this publication or e-mail us at:**
cultural_competency@dbh.sbcounty.gov

***"G.R.O.W.E.
is working to
ensure that
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ber in the
community
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***"In order to
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"Peace on Earth"

The 2012 Behavioral Health Commission Holiday Tea and Awards Ceremony by Debi Pasco, Clerk of the Behavioral Health Commission

The Behavioral Health Commission (BHC) held their annual Holiday Tea and Awards Ceremony on Tuesday, December 11, 2012, from 2-4 pm at County of San Bernardino Health Services Auditorium in Rialto. The theme for this year's event was "Peace on Earth", which was translated in over 30 languages to adorn the walls. Clubhouse members led the program with Christmas carols while the scrumptious aroma of gingerbread, sugar cookies, brownies and Mexican hot cocoa filled the room. Attendees included consumers and family members, community coalitions, Department of Behavioral Health (DBH) and contract provider staff.

"The BHC has a long history of granting awards for outstanding efforts and dedication for the provision of good service to consumers and their families."



BHC Holiday Tea Honorees

Welcome and opening remarks were provided by BHC Chair Susan McGee-Stehsel and CaSonya Thomas, Director, Department of Behavioral Health. Supervisor Janice Rutherford was on hand to say a few words and congratulate the award recipients.

The BHC has a long history of granting awards for outstanding efforts and dedication for the provision of good service to consumers and their families. This year, the BHC recognized: Barry Barringer, Social Worker II, Community Crisis Response Team, Department of Behavioral Health (DBH); Dr. Steven Eklund, Psychiatrist, Barstow Counseling and Victor Valley Behavioral Health, DBH; Kerry Turner, Clinic Supervisor,

DBH; Lydia Vasquez, Peer and Family Advocate, Pacific Clinics Clubhouse; Bonnie Shaffer, Prevention Specialist, Morongo Basin Mental Health, Big Bear; Michelle Torres, Secretary I, Quality Management, DBH; Melissa McDonald, Mental Health Specialist, Community Crisis Response Team, DBH; County of San Bernardino Peer Driven Room and Board Advisory Committee; Gabriel Gonzales, Consumer Volunteer, Behavioral Health Commissioner, Artist; and Betty Schneider, Secretary I, Housing and Employment Services, DBH.

For the past four years, the BHC has sponsored a gingerbread house building contest during this event. Clubhouse and Transitional Age Youth (TAY) partners display their festive creations proudly and attendees vote for their favorites. Congratulations to Serenity Clubhouse in Victorville for taking home the 1st place trophy this year!

The Holiday Tea concludes with opportunity drawings for framed consumer art pieces from the 2012 DBH Calendar, presented by the artists themselves, as well as the gingerbread houses created by Clubhouse and Transitional Age Youth (TAY) members.

The members of Behavioral Health Commission appreciate the hard work and dedication of the behavioral health community in promoting **WELLNESS, RECOVERY** and **RESILIENCE** to all residents of the County of San Bernardino!



Each of the clubhouses and TAY partners participated in a gingerbread house contest. The houses were given to the winners of an opportunity drawing.

2013 African American Mental Health Awareness Week Celebration

Tuesday, February 12, 2013, the High Desert African-American Coalition (HDAAC) in partnership with the Cultural Competence Advisory Committee hosted an African-American Mental Health Awareness event at the County of San Bernardino Health Services Auditorium. The second week of February has been proclaimed African American Mental Health Awareness Week by the County of San Bernardino Board of Supervisors. This event is held in celebration of the proclamation, promoting awareness through cultural activities and education which ultimately help to reduce behavioral health disparities for members of the African American Community in the County of San Bernardino.

The African American Mental Health Awareness event was hosted by the HDAAC chair, Stephen Garrett who gave an overview of the HDAAC and encouraged event guests to join the coalition. The keynote address was provided by Terrence Stone, Chief Executive Officer and founder of the Young Visionaries Youth Leadership Academy.

A traveling quilt displayed at the event was created by joining pieces of clubhouse member artwork. The quilt will be displayed at each clubhouse throughout the year, representing wellness and teamwork.

Event exhibitors included Inland Empire Health Plan (IEHP) and the African American Mental Health Coalition (AAMHC). Both exhibitors provided event guests with educational materials

and promotional items. Both exhibitors also donated items for an opportunity drawing.

Veronica Kelley, Assistant Director of the Department of Behavioral Health attended the event and gave special recognition to the clubhouses and specific clubhouse members that assisted in the planning and development of the event.

Each clubhouse contributed various entertainment presentations and historical readings at the event. Teamhouse and Pathways clubhouse members presented skits titled, "Heroes & Heroines" and "The Underground Railroad". Central Valley FUN Clubhouse and Santa Fe Social Club together presented a skit titled, "Profiles of Hope". Our Place clubhouse presented readings from key African American leaders in their "In Our Voices" presentation. Serenity clubhouse members provided a presentation on Al Sharp-ton and gave a poetic personal account on living with a mental illness. The entertainment segment of the event was closed with the Improvisation Troupe from Amazing Place clubhouse. They presented a comedic improvisation based on audience feedback and suggestions.

The HDAAC meets every second Monday of the month at Serenity Clubhouse in Victorville, CA. For additional information on the High Desert African American Coalition, please contact Jaime Gonzalez at (909) 252-4003.

The second week of February has been proclaimed African American Mental Health Awareness Week

Event attendees working on their African necklaces at the craft table.



Bradley Dillingham from the Santa Fe Social Club in Yucca Valley, CA



Thomas Philips from the F.U.N. Clubhouse in Rialto, CA



Cultural Competency Excellence Award Recipients



For the last 4 years the Office of Cultural Competency and Ethnic Services has been given the honor of presenting the Cultural Competency Excellence Award to members of our community who lead by example when providing services both internally and externally. DBH staff, community members or volunteers are all eligible to receive this award.

Please help us in congratulating our recent honorees:

Ms. Sheila Futch was chosen to receive the award in the month of November 2012. Her nomination submission read:

In today's world where communities are moving into a ever more multicultural and pluralistic society, to empower people from all backgrounds and walks of life is critical to elected officials for their regions and districts. Hence, I believe a hallmark of excellence in the political system is embracing the rich cultural diversity of the individuals, families, and communities it serves. As Senior Field Representative for Assembly Member Wilmer Amina Carter, 62nd Assembly District—Mrs. Sheila “Umbaji” Futch has these values embedded into everything that she does for others and the Assembly district that she serves. Mrs. Futch elevates, honors, and celebrates preferred languages, cultural beliefs, and practices of others building a strong network that reflects diversity and successful outcomes for culturally diverse populations. In her normal everyday experience, she reflects training that builds up cultural awareness, skills, and practices. I believe, being culturally proficient in today's fabric of diversity is more than a goal for her—it is integrally the foundation of her personal mission to be culturally proficient.

Thank you Ms. Futch for your Contributions!

Justine Rangel is the Cultural Competency Excellence Award Recipient for February 2013. An excerpt from Ms. Rangel's nomination submission reads:

Justine serves clients in recovery and those with co-occurring disorders with distinction and in the most culturally informed fashion possible. Her ability to integrate an awareness of cultural background into her mode of treatment and offer respectful informed care to all consumers she has contact with is noted by her colleagues and consumers alike; Justine utilizes the most expansive definition of culture possible and includes all aspects of the client's sexuality, spiritually, physical ability, age, cohort and socioeconomic history. Justine is also a great proponent of identification of “drug culture” and utilization of pro-social norms and values based on the culture, which her clients identify with. Justine is a mentor to colleagues and tireless advocate of change for clients, and embodies the best aspects of cultural competency in her practice.

Justine is tasked among her many duties with interfacing with allied agencies such as policing agencies, child welfare organization, community providers, and school based services.

Thank you Ms. Rangel for your community advocacy!

Alex Fajardo is the Cultural Competency Excellence Award Recipient for March 2013. His nomination submission reads:

For the past seven years Mr. Fajardo has been developing cultural competence skills at an individual, community, and organizational level. His knowledge and experience on cultural competence influences attitudes and effectiveness among staff and Promotores. He considers it important to know about the cultural differences and to explore cultural organizations in the community. The diversity of the Latino community and also working with other ethnic communities such as the African American community in implementing the Promotores de Salud program has increased his familiarity, sensibility, and respect to persons of all cultures.

Mr. Fajardo developed training on cultural competence among Latino/Hispanic communities that gives understanding of the diversity of the Latino community. He has also facilitated workshops on cultural competence among staff, Promotores, and community members. In addition he is currently working on implementing a Latino model called Promotores de Salud into the African American community. It has been a learning process for those who are working around him and an increase of learning knowledge for him.

Thank you, Alex, for being a great example of Cultural Competence!

“Compliance starts with understanding, and understanding starts with cultural competence”

Cultural Competency Excellence Award Recipients

November 2012 Recipient



From left to right: BHC Chair, Susan McGee-Stehsel; award recipient, Sheila Futch; Innovation PM, Susanne Kulesa

February 2013 Recipient



From left to right: BHC Chair, Susan McGee-Stehsel; award recipient, Justine Rangel; DBH Director, CaSonya Thomas; Supervisor James Ramos

March 2013 Recipient



From left to right: BHC Chair, Susan McGee-Stehsel; Assistant Director, Veronica Kelley; award recipient, Alex Fajardo; Director, CaSonya Thomas

Cultural Competency Excellence Award Nomination

Do you work with someone who exemplifies Cultural Competency? Someone who is both sensitive and respectful to persons of all cultures, whether colleague or consumer? If so, the Office of Cultural Competence and Ethnic Services would like to formally acknowledge these individuals.

Please fill out the necessary information below, send it back to us and we will make sure this employee or consumer gets acknowledged in our next newsletter.

Awardees will also be honored at the Behavioral Health Commission meeting. Thank you.

Nominee's Name: _____

Work Location: _____

Phone #: _____

E-Mail: _____

Why you believe he/she is Culturally Competent:

Example of dedication to Cultural Competency:

Nominated By: _____

Inter-office: 0019

US Mail: 1950 Sunwest Lane, Suite 200
San Bernardino, CA 92415

Email:

cultural_competency@dbh.scbounty.gov

What's
Happening...

COUNTY OF SAN
BERNARDINO

DEPARTMENT OF
BEHAVIORAL HEALTH



Office of Cultural
Competence and
Ethnic Services
(OCCES)
Training Institute
1950 South Sunwest
Lane, Suite 200
San Bernardino, CA

Phone: 909-252-4069

Fax: 909-252-4088

E-mail:

cultural_competency@dbh.
sbcounty.gov



Office of Cultural Competence and Ethnic Services

Department of Behavioral Health Meetings

Cultural Competence Advisory Committee

3rd Thursday of the month

1:00-2:30 p.m.

County of San Bernardino Health Services, Auditorium

Info: (909) 252-4069

Behavioral Health Commission

1st Thursday of the month

12:00-2:00 p.m.

County of San Bernardino Health Services, Auditorium

Info: (909) 252-4069

Community Policy Advisory Committee

3rd Thursday of the month

9:00-11:00 a.m.

County of San Bernardino Health Services, Auditorium

Info: (909) 252-4069

CCAC Coalitions and Sub-Committees

Asian Pacific Islander Coalition

2nd Tuesday of the month

10:00 a.m.-12:00 p.m.

DBH Training Institute

Info: Lilly Payton (909) 252-4052

Co-Occurring and Substance Abuse Committee (COSAC)

3rd Thursday of the month

2:30-3:30 p.m.

County of San Bernardino Health Services, Auditorium

Info: Jaime Gonzalez (909) 252-4003

Disabilities Sub-Committee

1st Monday of the month

3:00 -4:00 p.m.

DBH Training Institute

Info: Jaime Gonzalez (909) 252-4003

High Desert African American Coalition

2nd Monday of the Month

2:00-3:00 p.m.

Location: Victor Valley Clubhouse

Info: Stephen Garrett (760) 245-4695

Latino Health Coalition

4th Thursday of the month

10:00 -11:00 a.m.

El Sol Neighborhood Educational Center

Info: Alexander Fajardo (909) 884-3435

LGBTQ Sub-Committee

4th Tuesday of the month

Rotating meeting: Call for information

Info: Ami Davis (760) 885-6795

Native American Awareness Committee

3rd Tuesday of the month

2:00-3:30 p.m.

Native American Resource Center

Info: Tim Jackson (909) 246-8200

Spirituality Sub-Committee

2nd Tuesday of the month

1:00-2:30 p.m.

DBH Training Institute

Info: Lilly Payton (909) 252-4052

Transitional Age Youth (TAY) Sub-Committee

3rd Wednesday of the month

Rotating meeting: Call for information

Info: Lilly Payton (909) 252-4052

Veteran's Sub-Committee

3rd Wednesday of the month

10:00 -11:00 a.m.

Info: Jaime Gonzalez (909) 252-4003

Women's Sub-Committee

4th Thursday of the month

1:00 -2:00 p.m.

Info: Lilly Payton (909) 252-4052

For all numbers listed above, please dial 7-1-1 for TTY
In the next edition...

- Cultural Competency Excellence Award Recipients
- TAY College and Career Fair Event
- Juneteenth Celebration
- Evening with The Stars & Annual Cultural Competency Award winner

Would you like to have your
article or event featured in
our next issue?
Email us at:
cultural_competency@
dbh.sbcounty.gov